

Information Technology Department Customer Services Division

Password:

customer-centric

....Hear what ITD Customers have to say...

"...I made one phone call, detailing the problem. I received an e-mail notification for the problem from ITD. Within 20 minutes, I received a second e-mail saying the problem was corrected. Outstanding Service!!"

Burleigh County Auditor, Bismarck

"...I like the fact that when we call, we get a person right away!"

Logan County –Social Services, Napoleon

"....I have never seen such efficiency in resolving a problem."

Grand Forks County – State's Attorney, Grand Forks

"...Thanks a bunch. I again am extremely satisfied with the service you provide."

Oberon Public School, Oberon

"....I am impressed by the timely manner in which problems are solved or answered by this dept."

West Central Human Service Center, Bismarck

"....Couldn't ask for any better. Thanks for all your help folks."

Department of Human Services, Bismarck

"...very helpful and patient and helped me get back on the mainframe. Thanks!"

McLean County – Social Services, Washburn

"....I wasn't entirely sure who to call at first for help, but everyone I spoke with was very helpful. I greatly appreciate tech people who don't make those of us who aren't so tech-savvy feel like idiots."

Facilities Management, Bismarck

"...Fast Service! Thanks!"

Cavalier County Library, Langdon

"....I really like that on the day before a holiday I was able to make contact and the problem was resolved instantly."

South Central Human Service Center, Jamestown

"...This Service is excellent and we appreciate your concern for every detail. Thanks!"

McHerny County Schools, Velva

"...As normal, service is exceptional. Thanks again for your help."

Rough Rider Industries, Bismarck

"....Have always been pleased with their service. They are very courteous and respectful. As you may know, some of us out here are not very computer literate and we appreciate all the help we can get."

Benson county – City/County Public Health, Minnewaukan

"...Great Service! So patient with me during these troubling times."

State Hospital, Jamestown

"....The information was handled in a very professional manner and was quickly resolved after answering confidential identifying information. It is good to know that your system security is working and that users can have confidence in the resolution ability of your office."

Dunn County Schools, Halliday



Incident Management Survey Comments (November, 2006)